INNOVATION & IMPROVEMENT OFFICE

STRATEGIC PLAN

2003~2005

Marine Corps Air Station Iwakuni, Japan

Our Mission & Vision

Integrating the knowledge of people and the tools for effectiveness, to sustain an environment of Innovation & Improvement.

We provide classroom training and team facilitation (English *and* Japanese) to our Department of Defense customers on the air station and throughout the Pacific

Our Team

Facilitators:

Mr. D.J. Duarte, Mr. Shuji Shimada, Mrs. Jackie Allen

Staff Certifications include:

Department of Defense Business Process Reengineering

Department of the Navy

- Strategic Planning Facilitation
- Curriculum Development
- Leadership & Team Effectiveness Facilitation
- Total Quality & Process Improvement

Facilitation

Our Services

Classroom Training

- Human Effectiveness
- Leadership
- Management of Quality, Projects and Processes
- Team and Group Facilitation Skills

Team Facilitation

- Strategic Planning/Balanced Scorecarding
- Quality, Time/Life Mgmt., Project, Process Improvement/Reengineering
- Focus Groups
- “GroupSystems Suite” Electronic Brainstorming Sessions & Data Collection

Our Goals

1. To facilitate the development of the Air Station Strategic Plan *(Goal 1 & 4)*

- Facilitate the development of supporting plans and performance measures
- Facilitate the incorporation of departmental performance measures into a system of strategic management (Balanced Scorecard)

2. To provide continuous support of Non-Bias Facilitation *(Goals 1, 2, and 3)*

- Maintain GroupSystems Suite of computers
- Maintain proficiency on GroupSystems software
- Maintain proficiency on tools for effectiveness

Our Goals

3. To provide relevant and effective training
(Goal 1 and 4)

- Research emerging business, leadership, effectiveness topics
- Develop and implement cutting edge training
- Provide the entire office staff with opportunities for professional growth

4. To promote I2O awareness
(Goal's 1, 3 and 4)

- Develop a logo that defines and connects us to our vision
- Develop and implement a marketing plan to energize our opportunities
- Develop and implement I2O news letter

Our Goals

5. **To assess & evaluate our organizational performance** *(Goal 1 and 5)*
   - Develop our organizational baseline
   - Develop and implement 360 degree feedback system

"Not everything that can be counted counts, and not everything that counts can be counted."

Albert Einstein

Our Actions In 2004

- New Look & Workshops – Connecting to our customers; helping them to Known It, Own It and Energize It! (Logo, Marketing campaign, Focus/Aligning workshops)

- Involvement in the community (Teen & Family Workshops)

- Tools information briefs (Just-In-Time-Training; 2 hour sessions)

- Bi-Annual Saw Sharpening Symposiums (Dec/Jun)

If you have any questions, just contact us at 253-4719/3508/4835

People who are crazy enough to think they can change the world, are the ones who do.

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